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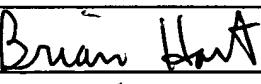
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		Application Number	10/826,160
		Filing Date	April 15, 2004
		First Named Inventor	Zeng
		Group Art Unit	
		Examiner Name	
Total Number of Pages in This Submission	7	Attorney Docket Number	MS1-1892US

ENCLOSURES (check all that apply)

<input type="checkbox"/> Fee Transmittal Form <input type="checkbox"/> Fee Attached <input type="checkbox"/> Amendment / Reply <input type="checkbox"/> After Final <input type="checkbox"/> Affidavits/declaration(s) <input type="checkbox"/> Extension of Time Request <input type="checkbox"/> Express Abandonment Request <input checked="" type="checkbox"/> Information Disclosure Statement <input type="checkbox"/> Certified Copy of Priority Document(s) <input type="checkbox"/> Response to Missing Parts/ Incomplete Application <input type="checkbox"/> Response to Missing Parts under 37 CFR 1.52 or 1.53	<input type="checkbox"/> Assignment Papers (for an Application) <input type="checkbox"/> Drawing(s) Sheets <input type="checkbox"/> Licensing-related Papers <input type="checkbox"/> Petition <input type="checkbox"/> Petition to Convert to a Provisional Application <input type="checkbox"/> Power of Attorney, Revocation Change of Correspondence Address <input type="checkbox"/> Terminal Disclaimer <input type="checkbox"/> Request for Refund <input type="checkbox"/> CD, Number of CD(s) _____	<input type="checkbox"/> After Allowance Communication to Group <input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences <input type="checkbox"/> Appeal Communication to Group (Appeal Notice, Brief, Reply Brief) <input type="checkbox"/> Proprietary Information <input type="checkbox"/> Status Letter <input checked="" type="checkbox"/> Other Enclosure(s) (please identify below): Copy of Cited Reference; Return Receipt Postcard
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SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT

Firm or Individual name	Brian G. Hart; 44,421	
Signature		
Date	9/07/04	

CERTIFICATE OF MAILING

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1 IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

2 Serial No. 10/826,160
3 Filing Date April 15, 2004
4 Confirmation No. 8619
5 Inventorship Zeng et al.
6 Applicant Microsoft Corporation
Group Art Unit
Examiner
7 Attorney's Docket No. MS1-1892US
Title: Mining Service Requests for Product Support

8 **INFORMATION DISCLOSURE STATEMENT**

9 *References -- See Attached Form PTO-1449*

10 **REMARKS**

11 The citations listed, copies attached, are submitted in compliance with the
12 duty of disclosure defined in 37 CFR §1.56. The Examiner is requested to make
13 these citations of official record in this application.

14
15 Respectfully Submitted,

16 Date: 9/07/04

17 By: Brian G. Hart
18 Brian G. Hart
Reg. No. 44,421



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Substitute for form 1449B/PTO		<i>Complete if Known</i>	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT		Application Number	10/826,160
		Filing Date	April 15, 2004
		First Named Inventor	Zeng
		Group Art Unit	
		Examiner Name	
<i>(use as many sheets as necessary)</i>		Attorney Docket Number	MS1-1892US
Sheet	1	of	1

NON PATENT LITERATURE DOCUMENTS

Examiner Signature		Date Considered	
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¹ Unique citation designation number. ² Applicant is to place a check mark here if English language Translation is attached.

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